

Lean Agile KC 2015

Look Beyond Requirement Documentation Methods

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Common Problems With Documentation Focus

Explicit Problems

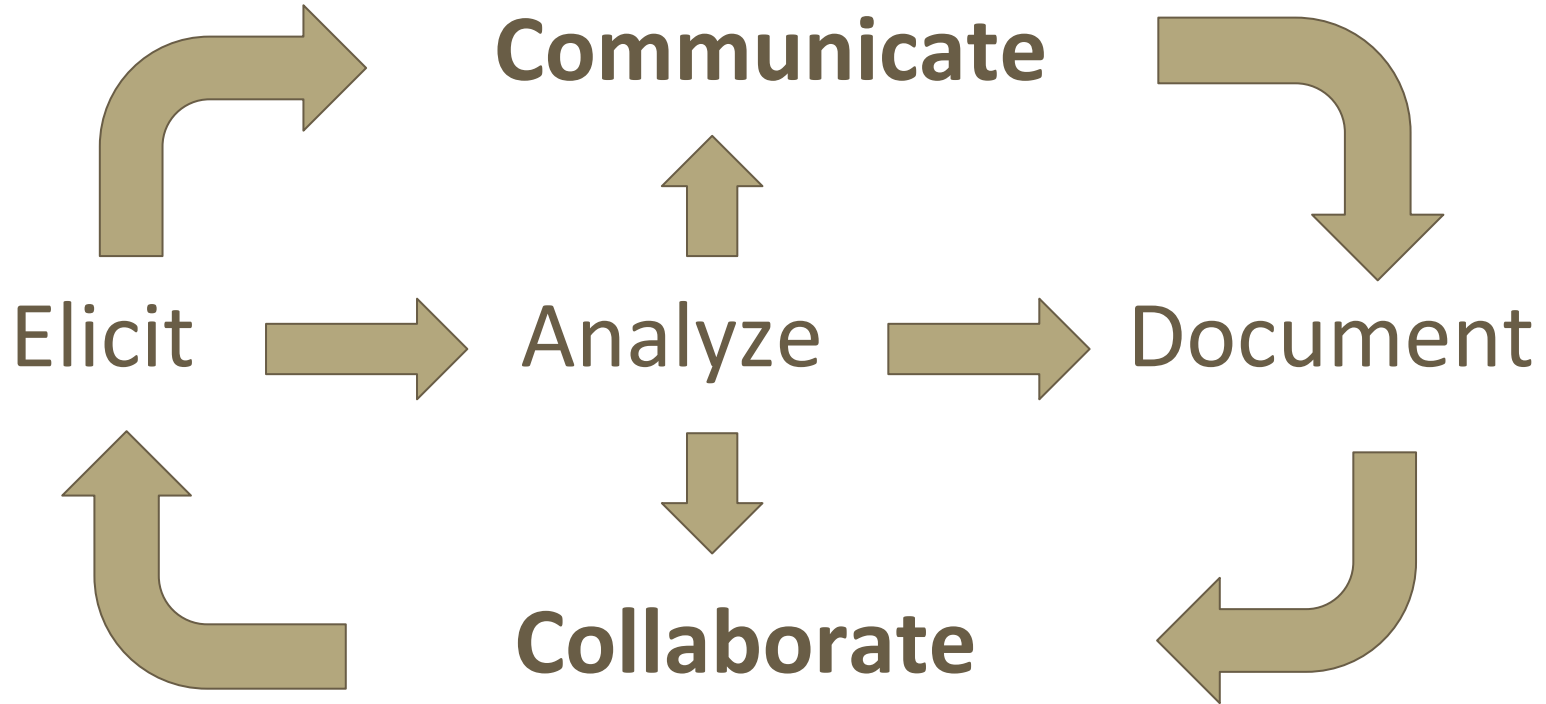
- Document is too complex/technical
- I don't have time to review the document. I trust your work, so please move forward with development
- This is not how I was expecting this system to work
- Engineers have lots of questions on tickets/post-its

Common Problems With Documentation Focus

Implicit Problems

- No collaboration on the requirements review and approval
- Users don't look forward to requirements review sessions
- Team does not provide constructive feedback on the requirements
- Body of work is communicated only through tickets/post-its

Where Is The Problem?



Agile Manifesto

Individuals and **interactions** over processes and tools
Working software over comprehensive documentation
Customer **collaboration** over contract negotiation
Responding to change over following a plan

How Lean Agile Helps

- Encourages communication and collaboration
- Simplifies complex problems
- Focuses on just enough analysis

How Lean Agile Helps

- Gains shared understanding of goals and acceptance criteria
- Shortens feedback loop
- Delivers business values

Why Is Communication So Difficult?

- Interaction between people
- Emotional entanglements
- Power struggle/Ego

Why Is Communication So Difficult?

- Living in a bubble
- Different perspectives and interpretations
- Assumptions
- Personalities

Prevent Communication Armageddon

- Listen **empathetically**
- Build **rapport** and **trust**
- Deliver short **wins**
- Don't say **yes** to everything

Prevent Communication Armageddon

- Use **abstraction levels**
- Confirm with **visuals**
- **Showcase pieces** of a puzzle
- **Preview** of near **future**

Prevent Communication Armageddon

- **Check-in** with your team and users
- Don't **mind-read**
- **Paraphrase** what they said
- **Focus**

Collaborate Like a Champ

- Identify the **right people**
- Clearly define **roles**
- Establish your **communication plan**
- Be **honest** and **share**

Collaborate Like a Champ

- **Respect** and **accountability**
- Permission to **call out**
- Announce **recognition** generously

Thank You!

“Be like water making its way through cracks. **Do not be assertive, but adjust to the object, and you shall find a way around or through it.** If nothing within you stays rigid, outward things will disclose themselves.

Empty your mind, be formless. Shapeless, like water. If you put water into a cup, it becomes the cup. You put water into a bottle and it becomes the bottle. You put it in a teapot, it becomes the teapot. Now, water can flow or it can crash. Be water, my friend.”

— Bruce Lee

References

- www.modernanalyst.com
- www.iiba.org
- www.batimes.com